

SC CUSTOMER INFORMATION ADVISORY GROUP
MEETING SUMMARY
May 2, 2001

Agenda Items

- Status of Previous Action Items (Griffin)
- Support Center Items (Baker)
- April Performance Measures (Griffin)
- FY02-06 IM Strategic Plan Development (Griffin)
- Windows 2000 (Hughes)

Status of Previous Action Items

The following action items, and their status to date, were summarized as follows:

| <u>Action Item</u> | <u>Status</u> |
|---|---|
| 1. Provide members with details for how SC-65 plans to implement the disability requirements set forth in section 508 of the Americans with Disabilities Act (ADA). (Griffin/Baker) | On Hold. Awaiting DOE's decision regarding the extent in which the requirements will be implemented. |
| 2. Provide an update on the SC-60 representative. (Rice) | Under discussion. Will continue to update. |
| 3. Provide an update on how Travel Manager issues will be addressed. (Rice) | Under discussion with SC-62. Will update at next week's meeting. |
| 4. Report to the CIAG on how streaming video teleconference can be handled. (Baker) | SCSC is preparing to set up workstations in existing teleconference rooms. Installation should begin in the next several weeks. SCSC will continue to update. |

Support Center Items

Brent Baker and Ted Griffin provided the CIAG with the following information and updates:

- The SC User Exchange List was provided along with a graph showing a continuing increase in users' e-mail storage use over time. Mr. Baker also informed the Group that once users exceed 400 megabytes worth of mail, they will receive a "friendly reminder" from SCSC. Messages will be sent at 10:00 am and 4:00 pm daily.
- Effective May 7, 2001, customers will hear a "human voice," not a recording, when they contact SCSC.
- Brent Baker will arrange for Ricky Hall, from the Infrastructure Support Center, to speak about the service level agreement between the Infrastructure Support Center and SCSC.
- SCSC will continue to bring Help Desk staff to the CIAG meetings at the request of the CIAG.

April Performance Measures

Ted Griffin reviewed the April 2001 Performance Measures. Please see Appendix 1 for a detailed table describing the outcomes.

Strategic Plan Process

Ted Griffin provided the CIAG with a listing of the current, new, and rollover IM projects as well as the dependent technologies that support them. Mr. Griffin asked the CIAG to review the new projects/services and rank them using the prioritization scoring criteria that he provided. Members asked to have one week to review the materials before they begin the scoring/ranking process. In the meantime, Mr. Griffin promised to provide members with the scoring criteria, the ranking sheet, and the listing of projects/services via e-mail. Members will begin ranking projects/services with individuals from their respective programs after the next meeting.

Windows 2000

Gene Hughes reviewed the timeline, and need for member's participation, for rolling out Windows 2000. Mr. Hughes said that he needs members to provide names of individuals who could participate in a two week Windows 2000 pilot. Hughes will send members a Windows 2000 survey sheet, along with a request to provide names for the pilot, later in the week.

Action Items

- Bring help desk analysts to the weekly CIAG meetings on a rotational basis. (Baker)
- Arrange for Ricky Hall, from the Infrastructure Support Center, to speak at an upcoming CIAG meeting. (Baker)
- Provide members with the FY 02-06 strategic planning scoring criteria, ranking sheet, and the listing of new projects/services via e-mail. (Griffin)
- Review FY 02-06 New Services document by 5/9/01. (CIAG)
- Send members the Windows 2000 survey sheet, along with a request to provide names for a Windows 2000 pilot, later in the week (Hughes/CIAG).

Proposed 5/4/01 Meeting Agenda

- Status of Previous Action Items (Rice)
- Travel Manager Update (Rice)
- Support Center Items (Griffin/Baker)
- Continued Discussion of the FY02-06 IM Strategic Plan Development (Griffin)
- Windows 2000 Update (Hughes)

Meeting Attendees

| Name | | Organization | Contact Information |
|------------------------|--------------|---------------------|---------------------|
| Burris-Co-Chair | Peggy | SC-1 & 5 | 6-7265 |
| Afzal | Shahida | SC-50 (ESMT) | 3-4941 |
| Baker | Brent | SC-65 | 3-2345 |
| Beall | Jeanne | SC-65 | 3-4587 |
| Buswell | Steve | SC-7 | 6-9741 |
| Forsythe | Todd | SC-65 | 3-6409 |
| Griffin | Ted | SC-65 | 3-4602 |
| Hiegel | Jane | SC-30 | 3-5800 |
| Hughes | Gene | SC-65 | 3-5409 |
| Kruse | Jason | SC-65 | 3-6592 |
| Lynott | Michael | SC-65 | 3-7643 |
| Martin | Joanna | SC-65 | 3-5730 |
| Oyler | Dean | SC-22 | 3-6394 |
| Stodolsky | Marvin | SC-72 | 3-4475 |

| | | | |
|----------|-------|-------|--------|
| Talamini | Karen | SC-14 | 3-4563 |
| Tunks | Kevin | SC-65 | 3-6409 |

Appendix 1

**FY2001 IM Team Performance Measures
For the “Provision of IM Services that Effectively Support SC HQS Business Activities”
FY2001**

| <i>Performance Measure</i> | <i>Oct</i> | <i>Nov</i> | <i>Dec</i> | <i>Jan</i> | <i>Feb LHM Local</i> | | <i>Mar</i> | <i>Apr</i> | <i>YTD</i> |
|--|-------------------------------------|------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------------------|---------------------------------------|
| 1. % of business activities for which new automation is implemented that experience improvement, time savings, or cost savings | N/A (Measured annually) | N/A (Measured annually) | N/A (Measured annually) | N/A (Measured annually) | N/A (Measured annually) | | N/A (Measured annually) | N/A (Measured annually) | N/A (Measured annually) |
| 2. % of customers stating that productivity has improved during the past year due to IM support | N/A (Measured annually) | N/A (Measured annually) | N/A (Measured annually) | N/A (Measured annually) | N/A (Measured annually) | | N/A (Measured annually) | N/A (Measured annually) | N/A (Measured annually) |
| 3. % of Support Center calls resolved by first phone analyst before end of call | 78% (313/668/.6) | 61% (325/887/.6) | 64% (272/713/.6) | 66% (372/934/.6) | 67% (145/360/.6) | 48% (132/458/.6) | 78% (482/1027/.6) | 82% (505/1023/.6) | 70% (2546/6070/.6) |
| 4. % of Support Center calls the customer receives the phone analyst within 30 seconds | 96% (677/707) Avg = 10 sec | 95% (817/857) Avg = 11 sec | 94% (586/623) Avg = 14 sec | 94% (835/879) Avg = 18 sec | 93% (351/375) Avg = 16 sec | 100% (454/454) Avg = 17 sec | 100% (811/811) Avg = 12.9 sec | 100% (855/855) Avg = 13.43 sec | 97% (5386/5561) Avg = 28.08 sec |
| 5. % of Support Center “Helpdesk-Medium” calls resolved within 4 hours | 72% (425/590) Avg = 10.02 hrs | 56% (444/799) Avg = 9.17 hrs | 57% (332/584) Avg = 10.25 hrs | 55% (475/863) Avg = 29.14 hrs | 58% (193/330) Avg = 28.36 hrs | 58% (229/391) Avg = 10.41 hrs | 43% (269/630) Avg = 7.48 hrs | 72% (648/894) Avg = 7.14 hrs | 59% (3015/5081) Avg = 13.99 hrs |
| 6. % of time that e-mail is operational | 99.9% (44625/44640 mins) | 100% (43200/43200 mins) | 99.9% (44600/44640 mins) | 99.9% (44625/44640 mins) | 100% (44320/44320 mins) | | 100% (44640/44640 mins) | 100% (43200/43200 mins) | 100% |
| 7. % of common suite of software and corporate systems available to the desktop that is also available through remote access | 40% | 40% | 40% | 40% | 40% | | 40% | 40% | 40% |
| 8. % of CIAG action items assigned to SC621 resolved by due dates | 89% (8/9) | 100% (16/16) | 96% (24/25) | 93% (25/27) | 100% (12/12) | | 100% (7/7) | 100% (13/13) | 96% (105/109) |
| <u>Customer Satisfaction</u> | 79% | 75% | 75% | 75% | 76% | 74% | 77% | 82% | 77% |

*CIAG – Customer Information Advisory Group

